



SURFACE DEPLOYMENT AND DISTRIBUTION COMMAND



The FAMILIES FIRST Program

**Presented to
2008 Joint Services/Agency/Worldwide ERC Relocation
Training Conference**

May 5 – 9, 2008



Agenda



- ① **Purpose**
- ① **Why Change?**
- ① **Way Ahead with Families First**
 - ① **Phase I – CWA, Electronic Billing, CSS**
 - ① **Phase II – Best Value, Web Counseling**
 - ① **Phase III – DPM and NTS**
- ① **Full Replacement Value**
- ① **DPS Timelines and Capabilities Schedule**



Purpose



- ① **Why Change?**
- ① **Update on the DoD Household Goods program – “Families First”**



Military Relocation Soldier's Perspective



- ① **First move (new to the process)**
- ① **Anxiety of another move...**
 - ① **How long will I have to wait...**
 - ① **Strangers in my house...**
 - ① **Language barriers**
 - ① **How much damage will I suffer (dreading claims process)**
- ① **Will I be there or my spouse alone?**
- ① **What to do before and after?**
- ① **What are the movers required to do?**



Why Change?



- ① **Multiple military moves during a career creates considerable stress for military families...**
- ① **Focus on “Quality of Life Programs” to retain our volunteer force**
 - ① **Feedback from service members that moving was impediment...**
- ① **Transform low rate bid program to one focused on performance from the military member perspective**



Why Change? (cont'd)



- ① **Personal property legacy applications becoming unsupportable**
 - ① **Time to develop web based application**
 - ① **Provide single, intuitive, web-based, end-to-end solution and interface**
 - ① **Improve visibility of personal property shipment**



Way Ahead with Families First Phase I Features



- ① **Central Web Application (CWA) and Powertrack**
 - ① **Electronic Billing and Payment process began in March 2004**
 - ① **Enhanced payment process to TSP for services rendered**
 - ① **Pre and Post payment audit process**
- ① **Interim Customer Satisfaction Survey (ICSS)**
 - ① **ICSS Web Tool deployed in Jun 04**



Way Ahead with Families First Phase I Features (cont'd)



- ④ **Electronic Billing and Payment process began in March 2004**
- ④ **As of 27 Mar 08:**
 - ④ **Number of shipments booked: 607,552**
 - ④ **Number of invoices paid: 1,559,282**
 - ④ **Total dollars to TSP: \$2.68B**
 - ④ **Average payment time: 5.07 days**



Way Ahead with Families First Customer Satisfaction Survey (CSS)



- ④ **System Response Center Enabled to Handle Inbound Calls to Complete Surveys as of 15 Nov 07**
- ④ **Updated the 7, 14, and 21 Day CSS Reminder Emails**
 - ④ **Added instructions on workarounds to system errors**
 - ④ **Included instructions to contact the System Response Center to complete the survey if unable to do so online**
- ④ **Created CSS Poster with Distribution Plan**
 - ④ **Sites can order on line**
 - ④ **Mailed more than 270 posters to installations**

CSS Response Rate Now 18%



Way Ahead with Families First Phase II Features



- ① **Majority of program to be implemented FY08**
- ① **Full Replacement Value (mandated by Congress)**
 - ① **International – 1 Oct 07**
 - ① **Domestic – 1 Nov 07**
 - ① **DPM & NTS – 1 Mar 08**
- ① **Best Value Distribution**
- ① **Web Counseling**
- ① **Direct Claims Settlement Between Customer and TSP**



Way Ahead with Families First Phase III Features



- ④ **Families First will expand to include additional shipment types beginning in FY09**
- ④ **Shipment types to be added include:**
 - ④ **Direct Procurement Method (DPM)**
 - ④ **Non-Temporary Storage (NTS)**
 - ④ **Local Moves**



Full Replacement Value (FRV) History



- ④ **Full Replacement Value Act of 2003 was passed on November 26, 2003**
 - ④ **Allows inclusion of FRV in contracts with Transportation Service Providers (TSP)**
 - ④ **Allows immediate inclusion of FRV into the SDDC Personal Property Program to coincide with the roll out of DPS**
- ④ **National Defense Authorization Act for FY 2007**
 - ④ **Mandatory requirements for TSP and contractor community to provide FRV coverage to all customers of the DOD Personal Property Program by March 1, 2008**
 - ④ **Cost of FRV shall be included in contracts with movers**



FRV Current Program Implementation Timeline



- ① **International Winter 2007 (IW07) Rate Cycle**
 - ① **Shall include the cost of providing FRV coverage for all shipments picked up on or after 1 October 2007**
- ① **Domestic Household Goods (dHHG) program Winter 2007 (DW07) Rate Cycle**
 - ① **All rates shall include the cost of providing FRV coverage for all shipments picked up on or after 1 November 2007**
- ① **Intra-Theater Tender (ITT) program**
 - ① **All rates effective on or after 1 March 2008 shall include FRV coverage**



FRV Current Program Implementation Timeline



- ① **Non-Temporary Storage (NTS) program**
 - ① **Shipments awarded with a date on or after 1 March 2008 shall include FRV coverage**

- ① **Direct Procurement Method (DPM)**
 - ① **Contracts will be amended to require the provision of FRV**



Previous Liability Limit and Procedure



- **TSP only liable for depreciated value, \$ 1.25 per pound**
- **DoD Customer must file claim with the Military Claims Office (MCO)**



Overview of FRV in the Current Program



- **To be eligible, owner or DoD military member can file claim directly with TSP**
- **Statue of Limitations: 2 years from delivery**
- **FRV if claim is submitted within 9 months of delivery**
- **Depreciated replacement value if claim filed after 9 months**
- **War of armed conflict in which United States is involved may extend:**
 - **9-month filing period, if good cause for failure to file exists**
 - **2-year status of limitations, if good cause of failure to file also exists**



Liability Limits for Loss or Damage



- ④ **TSP Liability to the owner of DoD military member**
 - ④ **For loss or damage occurred while the personal property is in the custody of the TSP or its contractor**
 - ④ **Claim is filed directly with the TSP within 9 months of delivery**
 - ④ **Maximum liability on all shipments will be the greater of:**
 - ④ **\$5,000 per shipment, or**
 - ④ **\$4.00 times net weight of the HHG or gross weight of the UB shipment, in pounds, not to exceed \$50,000.**
 - ④ **Claims filed after 9 months and within 2 years of delivery**
 - ④ **Maximum liability is limited to \$1.25 times the net weight of the shipment, in pounds**
 - ④ **Payments by TSP for inconvenience claims will not be deducted from TSPs maximum liability for loss or damage**



DPS Timelines



- ① **DPS Program Full Operational Capability (FOC) (Families First Phase II FOC) Scheduled for 30 Sep 08**
- ① **DPS to Field Families First Non-Temporary Storage (NTS) and Direct Procurement Moves (DPM) by 30 Nov 08**
- ① **Decommission the Transportation Operational Personal Property Standard System (TOPS) in FY09**



DPS Capabilities Schedule



- ④ **DPS Initial Deployment Will Include 18 Sites**
- ④ **Remaining Sites Will Have Access to DPS**
 - ④ **Use of DPS at these sites is dependent on Services and PPSO elective scheduling**
- ④ **All Sites Worldwide Will Use DPS NLT 30 Sep 08**
- ④ **DPS Training Will Be Provided Prior to Peak Season for both CONUS and OCONUS Site Personnel**



Conclusion



-  **Families First represents a best value for DoD, Service members, and civilians**
-  **Thank you for your service to our country !!!!**



Questions?